

**Warren-Newport Public Library District**  
**EXECUTIVE DIRECTOR'S REPORT FOR NOVEMBER 2020**  
**December 15, 2020**  
**Submitted by Executive Director, Ryan Livergood**

**EXECUTIVE SUMMARY**

*Highlights:*

- “Book Bundles” and “Take & Make” craft projects have been rapidly gaining popularity since we reverted back to contactless holds pickup service.
- Over 160 patrons attended the Ruth Bader Ginsburg program on November 17.
- We received 71 entries for our annual Teen Photo contest.

*Meetings, programs, training attended:*

- Gurnee Exchange Club Board Meeting (11/3).
- NSLS Director's Meeting (11/9).
- Electronic Content Consortium Board Meeting (11/11).
- Gurnee Exchange Club (11/24).

*Special plans for coming month:*

- Finish staff annual performance evaluations.
- Prepare to receive candidate filings for the April 2021 Consolidated Election.

*Special plans for the near future:*

- Share EDI Committee recommendations with the Board and implement some recommendations immediately if feasible.
- Complete open bid process for remainder of LED lighting project.

**ADMINISTRATION**

**EDI:** A staff Equity, Diversity and Inclusion Committee began meeting monthly in August and has undertaken steps to learn, listen and set organizational and personal goals. We are learning about whom we serve, past and present. Job recruitment is becoming more transparent and inclusive. Collection audits are underway to assess diversity and representation of “own voices.” Programs are expanding to include diverse author talks and community conversations on race. Plans for 2021 include forming four working groups within the committee: Communications and Training; HR and Policy; Collections and Programs; and Outreach. A professional collection on relevant topics will be created for staff and board. A series of professional development tools is being explored.

**Friends:** Laura Stone and I continue to remain in communication with the Friends. There are no immediate plans to reopen Book Ends.

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**Fundraising:**

Fundraising through November			
		November	Year to Date
Annual Fund		\$ -	\$ 1,775.00
Gifts		0.00	55.00
<b>Total</b>		<b>\$ -</b>	<b>\$ 1,830.00</b>

**Personnel:**

Status of Organization: November

Number of full-time employees: 35

Number of part-time employees: 50

TOTAL number of employees: 85

Full-time equivalents: 59

New hires: 2 (David Corona – Head of IT, Felix Rosales – Security Supervisor)

Separations: 6 (Note: These separations were former staff still in the system as substitutes. They have not been active since the pandemic started)

Changes: None

**Workshops, programs and training attended:**

Date	Title	Hours	Staff
11/9	Ibram X. Kendi, How to be an Antiracist, Deerfield PL	1	Jan M.
11/10	OMG, There Are So Many 5XX fields, What Do I Do?	1.5	Hema S., Nancy LO
11/17	Notorious RGB, WNPL	1.5	Jan M.
11/23	Marketing Forum, Ila	1.5	Jan M.
11/23	Book Riot – All the Books – Episode # 140	1	Justine
11/24	Beyond Book Group: Fun Library Programs for Adult Readers	1	Justine
11/24	Best Small Library in America 2015: Belgrade Community	1	Justine
11/24	Adult Programs on a 0 Budget	1	Justine
11/24	– Hooray for Dissent! Moving Beyond a Culture of Conformity	1	Justine
11/24	The Iron is Hot: Libraries as Innovative & Creative Community Catalysts	1	Justine
11/24	Skills for the Everyday Leader	1	Justine
11/28	WebJunction – What You Need to Know About Library Technology	1	Justine
11/28	WebJunction – Taming Tech Tools for Libraries	1	Justine
11/28	WebJunction – New Year, New Tech for Plan: Mission-Driven Technology Planning	1	Justine

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11/28	WebJunction – Managing Library Technology: Keeping All the Balls in the Air	1	Justine
11/28	Book Riot – All the Books – Episode # 1	.5	Justine
11/28	Book Riot – All the Books – Episode # 2	.5	Justine
11/29	Book Riot – All the Books – Episode # 3	.5	Justine
11/29	Book Riot – All the Books – Episode # 4	.5	Justine
11/29	Book Riot – All the Books – Episode # 14	.5	Justine
11/29	Book Riot – All the Books – Episode #15	.5	Justine
11/29	Book Riot – All the Books – Episode # 16	.5	Justine
11/29	Book Riot – All the Books – Episode # 17	.5	Justine
11/29	Book Riot – All the Books – Episode # 24	.5	Justine
11/29	Book Riot – All the Books – Episode #25	.5	Justine
11/29	Book Riot – All the Books – Episode # 26	.5	Justine
11/30	Book Riot – All the Books – Episode # 27	.5	Justine
11/30	Book Riot – All the Books – Episode # 28	.5	Justine
11/30	Book Riot – All the Books – Episode # 29	.5	Justine
11/30	Book Riot – All the Books – Episode # 30	.5	Justine
11/30	Book Riot – All the Books – Getting Booked	.5	Justine
11/5	YA Crossovers (1.5 hrs)	1.5	April
11/12	Winter Young Readers Announcements	1	April
11/19	HarperCollins Winter 2021	1	April
11/10	Equity in Action: Building Diverse Collections	2	Steven, Vicky
11/11	5 Ways to Keep Pre-K Social Today	1	Cheryl
11/3	1/3 Webinar: “Loose Parts”	1	Patty
11/5	Rituals & Tradition: Puppet Play	1	Patty
11/6	Ready, Set, Read Lesson #7	1	Patty
11/7	Ready, Set, Read Lesson #8	1	Patty
11/17	Ready, Set, Read Lesson #9	1	Patty
11/18	Ready, Set, Read Lesson # 10	1	Patty
11/25	Ready, Set, Read Lesson #11	1	Patty
11/3	Texas Teen Book Festival virtual event	2	Joanne
11/5	Texas Teen Book Festival virtual event	.5	Joanne
11/9	Get Ready for Hour of Code with TYNKER	1	Joanne
11/20	B&T CATS Babies-Beginning Readers for Winter-Spring 2021	2	Joanne
11/23	Extra Credit Presents: YA in real Time “A Conversation on the Power of Young Adult Literature”	1	Joanne
11/5	PR Council of Lake County: GO Lake County	1	Sandy, Nancy S., Karen
11/24	Morphing Letters in After Effects	1	Eric
11/25	Creatively Using Text Animators in After Effects	1.5	Eric
11/25	Text Animators in After Effects	2	Eric

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11/25	Create a 3D Scene from a Photo in After Effects	1	Eric
11/25	Design No Harm: Why Humility is Essential in the Journey Toward Equity	.5	Karen
11/25	Working Towards a Better World: Power of Design and Creativity	.5	Karen
11/25	How Creativity Drives Advertising Effectiveness	1	Karen

**Safety and Security:**

Patron Assists: 104  
 Library Services: 11  
 Behavior Violations: 84  
 Unattended Children: 0  
 Setups: 0  
 Donations: 0  
 Suspended Patrons: 1  
 Final Warnings: 2  
 Gurnee Police and Fire Assists: 1  
 Covid-19 Safety Issues: 63  
 Patrons Refused Entry without Mask: 17  
 Patrons asked to wear mask properly or keep distance: 41

<b>Patron Suspensions</b>		
<b>Person(s) suspended</b>	<b>Length of Suspension</b>	<b>Violation/reason</b>
Adult	One year	Noncompliance with safety requirements after warnings, abusive language to staff, refusing to leave the property without police intervention.

**ADULT SERVICES**

- Our first make and take craft went out this month.
- We developed procedures for offering curbside printing during the library's closure.
- Jessica is now on the AART steering committee.
- We started the diversity audit of the adult fiction collection.

**CIRCULATION**

- Circ staff reverted to contactless holds pickup service with both desk staff and shelving staff assisting.
- Staff helped distribute book bundles, YS and AS Take & Makes, and print requests.

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## **COMMUNICATIONS**

- Fulfilled publicity requests concerning the building closure on Nov. 12, and subsequent reopening with contactless services on Nov. 16.
- The winter edition of the Inside Angle was mailed mid-November.
- In partnership with Admin staff, the Annual Fund mailing pieces were printed and mailed.
- Four enews blasts were sent this month.
- Fulfilled many publicity and/or graphic design requests including new contactless printing service and Kids in the Kitchen video edits.
- Assisted with publicity for two area community partners, Keeping Families Covered and the Warren Township Food Pantry during the holiday season.
- Provided additional publicity in the form of a Facebook boost and email sent to district schools to promote the Adult Services program, Notorious RBG.
- Created a Bundle Up! Campaign to promote Book Bundles and introduce DVD Binge Bundles.
- Assisted with editing and releasing a Library Connections episode in which Ryan interviewed Meg Schmaus, Head of Circulation Services, concerning quarantine and other changes in checkout services.

## **FACILITIES**

- Anderson Pest Control conducted their monthly inspection.
- Vignocchi Landscaping conducted fall cleanup.
- Ammco Electric installed the replacement light pole and light fixture in the northwest corner of the parking lot.
- Progressive Tree Service removed the large Box Elder tree and three Arborvitae from the northwest corner of the parking lot. All were damaged from a previous summer storm.

## **OUTREACH**

- Completed small van's emissions test (it passed) and obtained new registration for 2021.
- Small van was towed to McClure's on 11/17, repaired engine leak and completed an oil change.
- Bookmobile received a PM service and winterization on 11/30. During the preventative service, repair needs were found so the bookmobile was left at Lakeside International overnight to complete those.
- Completed staff evaluations.

## **TECHNICAL SERVICES**

- Created a plan to change over Outreach's Espanol collection to mirror the main library collection.
- Completed evaluations.

## **TECHNOLOGY**

- Resolved 49 helpdesk tickets.
- Assisted with the implementation of new VOIP phone system.
- Began working with Adult Services to implement remote assistance software for Adult Internet stations.

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**YOUTH SERVICES**

- Staff participated in Woodland's Readers are Leaders event by sending a prerecorded video which talked about libraries and included a reading of a favorite picture book.
- Selectors finished ALA's course on diversifying collections.
- Worked with Circulation staff to make Take & Make available to the public while we are Contactless.
- Worked with Adult Services to develop a DVD Binge Bundle to expand on the already popular Book Bundle service.

**NOVEMBER 2020 STATISTICS**

**MAIN LIBRARY CIRC**

TYPE OF MATERIAL	NOV ADULT	NOV YOUTH	NOV TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	377	109	486	2,403	881	3,284	8,286	-60.4%
Kits	0	90	90	0	518	518	931	-44.4%
Books	5,848	7,926	13,774	36,004	49,915	85,919	155,006	-44.6%
Music Compact Discs	485	54	539	3,187	336	3,523	8,053	-56.3%
DVDs/Blu-rays	3,934	436	4,370	27,627	3,169	30,796	75,272	-59.1%
Magazines	132	2	134	809	27	836	5,219	-84.0%
Video Games	244	0	244	1,783	0	1,783	4,577	-61.0%
Videoplayers	0	1	1	0	49	49	191	-74.3%
E-readers	0	0	0	0	0	0	0	N/A
Umbrellas	0	0	0	0	0	0	33	-100.0%
Telescopes	0	0	0	3	0	3	29	-89.7%
Backpacks	0	0	0	0	1	1	154	N/A
Launchpads	0	6	6	0	65	65	0	N/A
Hotspots	52	0	52	109	0	109	0	N/A
ebooks (MMM, Hoopla)	4,265	0	4,265	15,699	0	15,699	13,706	14.5%
eaudiobooks (MMM, Hoopla)	3,521	0	3,521	18,281	0	18,281	14,796	23.6%
evideo (MMM, Hoopla)	547	0	547	2,463	0	2,463	1,063	131.7%
emusic (Hoopla)	148	0	148	797	0	797	589	35.3%
emagazines (Zinio)	0	0	0	1,193	0	1,193	1,357	-12.1%
ecomicbooks (Hoopla)	179	0	179	10,414	0	10,414	456	2183.8%
<b>Total emedia</b>	<b>8,660</b>	<b>0</b>	<b>8,660</b>	<b>48,847</b>	<b>0</b>	<b>48,847</b>	<b>31,967</b>	<b>52.8%</b>
<b>MAIN LIBRARY SUBTOTAL</b>	<b>19,732</b>	<b>8,624</b>	<b>28,356</b>	<b>120,772</b>	<b>54,961</b>	<b>175,733</b>	<b>289,718</b>	<b>-39.3%</b>

\*\*MMM=MyMediaMall

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**OUTREACH CIRC**

	NOV ADULT	NOV YOUTH	NOV TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	25	0	25	115	16	131	614	-78.7%
Kits	0	18	18	0	55	55	814	-93.2%
Books	174	605	779	935	2,184	3,119	13,707	-77.2%
Music Compact Discs	14	28	42	53	30	83	326	-74.5%
DVD's	106	9	115	716	25	741	4,093	-81.9%
Magazines	21	0	21	129	0	129	329	-60.8%
Miscellaneous	0	0	0	0	0	0	45	-100.0%
<b>OUTREACH SUBTOTAL</b>	<b>340</b>	<b>660</b>	<b>1,000</b>	<b>1,948</b>	<b>2,310</b>	<b>4,258</b>	<b>19,928</b>	<b>-78.6%</b>

**TOTAL CIRC**

	NOV ADULT	NOV YOUTH	NOV TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
<b>GRAND TOTAL</b>	<b>20,072</b>	<b>9,284</b>	<b>29,356</b>	<b>122,720</b>	<b>57,271</b>	<b>179,991</b>	<b>309,646</b>	<b>-41.9%</b>

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Services Statistics	Nov. Adult	Nov. Youth	Nov. A-Bkm	Nov. Y-Bkm	Nov. Total	YTD Total Adult	YTD Total Youth	YTD Total A-Bkm	YTD Total Y-Bkm	YTD Total	Prev. YTD	Change
	TOTAL											
<b>DESK ACTIVITIES</b>												
Information	769	125	578	0	1,472	6,633	462	1,006	0	8,101	24,080	-66%
Reference/Titles Req.	884	64	178	0	1,126	5,124	808	944	0	6,876	15,535	-56%
E-Mail Reference	113	0	0	0	113	287	0	0	0	287	124	131%
Instruction Questions	206	0	0	0	206	1,766	9	0	0	1,775	5,668	-69%
<b>Total Desk Activities</b>	<b>1,972</b>	<b>189</b>	<b>756</b>	<b>0</b>	<b>2,917</b>	<b>13,810</b>	<b>1,279</b>	<b>1,950</b>	<b>0</b>	<b>17,039</b>	<b>45,407</b>	<b>-62%</b>
<b>INTERLIBRARY LOAN (ILL)</b>												
ILL Lending Requests	Use: Lending Fill Rate Statistics				252					1,296	2,345	-45%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				137					717	1,237	-42%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				297					1,512	2,548	-41%
ILL Borrowing Filled	Use: Borrowing Requests Finished				158					774	1,636	-53%
Article Lending Requests	Use: Lending Fill Rate Statistics				1					8	2	300%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)				0					2	0	N/A
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics				0					6	19	-68%
Article Borrowing Filled	Use: Borrowing Requests Finished				0					3	7	-57%
<b>CIRCULATION</b>												
In-District cardholders					44,485					44,485	43,739	2%
Reciprocal cardholders					12,308					12,308	12,137	1%
<b>Total Cardholders</b>					<b>56,793</b>					<b>56,793</b>	<b>55,876</b>	<b>2%</b>
RBP Loaned					1,096					9,137	26,807	-66%
**RBP Borrowed										0	37,481	-100%
Holds					6,686					31,582	31,244	1%
Patron Count Main					5,705					38,440	125,486	-69%
Self Check Out Use					6,808					46,636	125,216	-63%
<b>BOOKMOBILE/VAN VISITS</b>												
Neighborhood Stops					0					0	495	-100%
Preschools					0					0	52	-100%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					0					0	18	-100%
Special events					0					0	3	-100%
<b>Total Bookmobile Stops</b>					<b>0</b>					<b>0</b>	<b>568</b>	<b>-100%</b>
<b>Total Patron Count</b>					<b>0</b>					<b>0</b>	<b>5,907</b>	<b>-100%</b>
Homebound visits					18					97	179	-46%
Deposit Collection deliveries					3					16	27	-41%
Remote book drop pickups					0					0	124	-100%
<b>Total Van Stops</b>					<b>21</b>					<b>113</b>	<b>330</b>	<b>-66%</b>
Days BKM on road					0					0	103	-100%
<b>In-House Programs/Tour</b>												
<b># of Adult Programs</b>					5					48	92	-48%
Adult Attendance					203					819	1,353	-39%
<b># of Youth Programs</b>					51					236	248	-5%
Youth Attendance					1,159					6,600	4,995	32%
Adult Attendance					1,031					6,359	1,597	298%
<b># of Bookmobile Tours</b>					0					0	0	N/A
Youth Attendance					0					0	0	N/A
Adult Attendance					0					0	0	N/A
<b>OUTREACH (Prog./ Visits)</b>												
<b># of Adult Prog. &amp; Visits</b>										0	5	-100%
Adult Attendance										0	54	-100%
<b># of Youth Prog. &amp; Visits</b>										0	7	-100%
Youth Attendance										0	477	-100%
Adult Attendance										0	218	-100%
<b># of BKM Prog. &amp; Visits</b>					0					0	6	-100%
Youth Attendance										0	56	-100%
Adult Attendance										0	19	-100%
<b>ROOM USE</b>												
Meeting Room Uses										0	156	-100%
Study Room Uses										0	3,834	-100%
<b>INTERNET USAGE</b>												
# of sessions					504					4,180	12,595	-67%
Total Hours					312					2,159	9,943	-78%
Average Session (minutes)					37					148	232	-36%
<b>OTHER SERVICES</b>												
Proctoring										0	3	-100%
Voter Registration					0					5	3	67%
Website views					28,497					107,602	145,230	-26%
New items processed					2,495					17,309	11,833	46%
Total materials Main library					302,548					302,548	293,953	3%
Total materials Outreach					16,269					16,269	17,380	-6%
<b>TOTAL MATERIALS</b>					<b>318,817</b>					<b>318,817</b>	<b>311,333</b>	<b>2%</b>
Adult Volunteer Hours					0.0					41.0	1,068.2	-96%
Student Volunteer Hours					8.0					71.5	447.3	-84%
<b>Total Volunteer Hours</b>					<b>8.0</b>					<b>112.5</b>	<b>1,515.5</b>	<b>-93%</b>

END